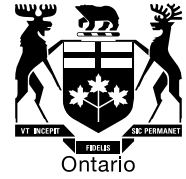


Ontario Energy Board
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BY E-MAIL
david@leddirect.ca

November 29, 2018

David Ackermann
Director
LEDdirect Inc.
820 Steeprock Drive
Toronto ON M3J 2X2

Dear Mr. Ackermann:

**Re: LEDdirect Inc.
Application for Unit Sub-Metering Licence
OEB File Number EB-2018-0252**

The Ontario Energy Board (OEB) received LEDdirect Inc.'s (LEDdirect) additional information filed in response to the OEB's letter dated August 27, 2018. In the letter, the OEB requested the applicant to provide LEDdirect Inc.'s plans to ensure compliance with the OEB [Unit Sub-metering Code](#) (Code) once LEDdirect is licensed.

1. The OEB required LEDdirect to identify staff responsible for compliance, as well as policies and procedures to be put in place to ensure compliance. LEDdirect's responses received on November 20, 2018, have not provided sufficient information to the questions. Specifically, LEDdirect has not described qualifications of staff responsible to billing, collections and customer service apart from the statement that LEDdirect has dedicated staff responsible for these functions.
 - Please provide names, titles and experience of LEDdirect's staff responsible to data verification, billing, collections and customer service.
2. The OEB also required LEDdirect Inc. to describe its technical ability to provide the OESP support to its customers. Information provided indicates that LEDdirect

3. is not fully aware of the unit sub-metering providers' responsibilities with respect to actual direct application of the OESP credits to the customers' bills.
- Please describe LEDdirect's preparedness for providing OESP rate assistance to eligible customers.

The OEB will resume processing your application once the above information has been filed. If the above information is not filed within 30 days of the date of this letter, the OEB may close the file for this application.

Please file two paper copies of the additional material and an electronic version in Word and in searchable Adobe Acrobat (if available) with the Board Secretary. Electronic copies may be submitted by e-mail to boardsec@oeb.ca.

Please direct any questions relating to this application to Irina Kuznetsova, Advisor at +1 (416) 440-8138 or e-mail, Irina.Kuznetsova@oeb.ca.

Yours truly,

Original signed by

John Pickernell
Manager, Applications Administration